



ADOA Open Enrollment for 2021 Benefits Begins Today

Open Enrollment Dates: October 19-November 6 @ 5 pm AZ Time

Action Required

You must re-enroll in all coverage for 2021, even if you want to keep your current elections and even if you want to keep dental only.

- **Medical:** You must re-enroll. Plans and carriers are changing, you must choose a new plan. Premiums and deductibles are also changing, see "Medical Plan Changes for 2021" below.
- **Dental:** You must re-enroll to continue coverage, even if you want the same carrier and coverage. There are no changes to carriers or coverage.
- **Vision:** You must re-enroll. Premiums are reduced 4-6%. For vision coverage, enroll in the paid vision plan since the Avesis Discount Plan is not available. Dental or medical coverage is required to have vision coverage.

Medical Plan Changes for 2021

Triple Choice Plan

- **New Plan:** The Triple Choice Plan (TCP), will replace the Exclusive Provider Organization (EPO) and Preferred Provider Organization (PPO) plans. See [premiums, deductibles and copays](#).
- **Carriers:** The TPC will be offered by [BlueCross BlueShield of Arizona](#) and [UnitedHealthcare](#). Medical coverage will no longer be available from Aetna and Cigna.

Find a Provider - 2021 Carrier Preview Websites for State of Arizona

To find a doctor, provider or facility, please use these dedicated carrier websites and phone numbers for our plans. Please do not use the main carrier websites. Contact BlueCross BlueShield of Arizona at azblue.com/stateofaz or 866-287-1980 and UnitedHealthcare at whyuhc.com/stateofaz or 800-896-1067.

Learn About Your Choices

- **Enrollment Guide:** See rates and one-page explanations.
- **Benefits Website:** With videos, carrier websites and more.
- **Open Enrollment Webinars:** See an in-depth explanation of the new medical plan. A recording is available on benefitoptions.az.gov/oe2021.
- **FAQ:** Want a quick answer? Check out our Frequently Asked Questions page updated daily.

How to Enroll

- Visit the **Retiree Self-Service page**.
- Click “Retiree Self-Service Login” button to login to reach the Y.E.S. Portal.
- Login: If you haven’t already done so, be sure to reset your password with our [quick guide](#).
- After you login to the Y.E.S. Portal, on the left side, click “Bookmarks > Retiree > Open Enrollment.”
- Then follow the steps to enroll. After completing each screen, click the blue “Continue” button in the right hand corner. *Hint: Scroll down and to the right to find the button. (For more information, see the [Y.E.S. Online Enrollment Guide slideshow](#) or [print the guide](#).)*

Problems with Accessing the Y.E.S. Portal?

- Be sure to use a computer, not a mobile device, use a [supported web browser](#), clear your [web browser cache](#) and resolve other [common errors](#).
- If you still need help, contact the HRIS Help Desk at 602-542-4700. Please note that the Help Desk cannot reset passwords. You will be directed to the [Password Reset Quick Guide](#).

Benefit questions? Contact Benefit Services at 602-542-5008 or toll-free 1-800-304-3687, or email benefitsissues@azdoa.gov.



Roll Up Your Sleeve - Flu Shots Now Available

Get your flu shot to protect yourself and others. This year, it is more important than ever. Remember that you need to get a flu shot annually. Flu shots are considered preventive and are available at \$0 for all

retirees and covered dependents on our medical plans.

There are several options for flu shots:

- Visit your doctor's office.
- Visit your pharmacy. Bring your medical card and have the pharmacist bill the flu shot under your medical carrier coverage—NOT the pharmacy coverage.
- See a full schedule of public locations from our vendor [Healthwaves](#).

Questions About Your Benefits?

Please contact a Benefit Options representative by phone 602-542-5008, toll-free 1-800-304-3687, by email benefitsissues@azdoa.gov or visit benefitoptions.az.gov. Our office is closed for walk-ins at this time, but we can help you virtually Monday-Friday, 8 a.m. - 5 p.m. Arizona Time, except holidays.



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